

May 15, 2003

Thomas M. Dorman  
Executive Director  
Public Service Commission of Kentucky  
211 Sower Boulevard  
P.O. Box 615  
Frankfort, Kentucky 40602-0615

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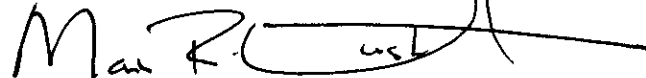
RE: Response of Kentucky Power Company d/b/a American Electric Power to  
Commission's Memorandum Concerning Ice Storm Restoration  
Assessment

Dear Mr. Dorman:

Enclosed please find and accept for filing the original and nine copies of Kentucky Power Company d/b/a American Electric Power's response to the Kentucky Public Service Commission's March 12, 2003 memorandum concerning ice storm restoration.

If you have any questions, please do not hesitate to contact me.

Very truly yours,



Mark R. Overstreet

**COMMONWEALTH OF KENTUCKY**  
**BEFORE THE**  
**PUBLIC SERVICE COMMISSION OF KENTUCKY**

**IN THE MATTER OF:**

**FEBRUARY 2003 ICE STORM    )  
RESTORATION ASSESSMENT    )**

**KY PSC MEMO  
DATED MARCH 12, 2003**

**RESPONSES OF KENTUCKY POWER COMPANY  
D/B/A  
AMERICAN ELECTRIC POWER**

**May 15, 2003**

**Kentucky Power  
d/b/a  
American Electric Power**

**REQUEST**

Discuss the Company's initial evaluation and assessment of damage process.

**RESPONSE**

American Electric Power utilizes a "Power On Outage Management System" to identify outages by Region, District and Area, and the number of customers affected. Through this system, AEP first assesses the damage by utilizing Servicicers and Engineering Technicians as Scouts.

The scouts are dispatched to the outage areas to make initial assessment and report back as to the extent of damage by the use of AEP's Emergency Repair Order (ERO) System. This system tracks the amount of man-hours and material needed per each trouble order.

**Kentucky Power  
d/b/a  
American Electric Power**

**REQUEST**

Discuss any lessons learned in the Company's initial evaluation and assessment process, which will hopefully improve the response in future, events.

**RESPONSE**

The type and severity of storm determine how quickly assessment can occur. After this storm, AEP critiqued the storm process efforts to seek improvement opportunities for future storm restorations.

Prior to the storm, AEP was studying the process of utilizing GPS units with AEP's circuit mapping system to assist technicians in finding AEP facilities. During the storm, this same group was able to utilize the GPS units quite well; therefore, we have obtained GPS units for all technical staff that will perform assessments during storm restorations.

Also, we found that we should have used our radio storm channels sooner to improve on early assessment. This gives us more capability to have a large amount of radio traffic going on at the same time.

Another improvement opportunity identified and implemented during the storm was to assign a field general to each circuit or damaged area the first thing during a storm even before the first outside crews arrive. The field general is a person that becomes very familiar with the extent of damages and is in charge of all repairs to a particular circuit.

**Kentucky Power  
d/b/a  
American Electric Power**

**REQUEST**

Discuss the Company's prioritization or repairs process.

**RESPONSE**

The Company's prioritization of repair order is as follows:

First and foremost, perform all repairs safely:

Second, correct all unsafe conditions:

Third, repair outages affecting critical customers (e.g. hospital, emergency services, etc):

Fourth, repair primary three-phase stations/circuits, in order of the number of customers affected;  
and

Fifth, repair single-phase lines and branch circuits, in order of the number of customers affected.

**Kentucky Power  
d/b/a  
American Electric Power**

**REQUEST**

Discuss any lessons learned in the Company's prioritization process, which will hopefully improve the response in future, events.

**RESPONSE**

The Company reviewed its prioritization process after the February 2003 storm as it does after each storm. We did not identify any needed changes to the Company's prioritization process at this time.

**Kentucky Power  
d/b/a  
American Electric Power**

**REQUEST**

Provide a timeline in increments no greater than 24 hours, which discuss the number of employees and heavy equipment, which participated in the storm restoration. Employees should be categorized by classifications and employer.

**RESPONSE**

Please see the attached pages for the employees who participated in the ice storm restoration, categorized by classification and employer.

**TOTAL AEP EMPLOYEES & EQUIPMENT USED**  
**7 a.m. - 11 p.m. (16 hour shifts)**  
**ICE STORM 2-16-2003 THRU 2-27-2003**  
**CANNONSBURG, KENTUCKY**

## AEP Employees

		2/16/03	2/17/03	2/18/03	2/19/03	2/20/03	2/21/03	2/22/03	2/23/03	2/24/03	2/25/03	2/26/03	2/27/03
Manager Distribution System	1	1	2	2	2	2	2	2	2	2	2	2	2
Work Management Coordinator	1	1	1	1	1	1	1	1	1	1	1	1	1
Distribution Line Coordinator	4	3	3	3	3	3	3	3	3	3	3	3	3
Region Engineer	1	3	3	3	3	3	3	3	3	3	3	3	3
Associate	15	3	15	15	15	15	15	15	15	15	15	8	3
Meter Reader	6	0	6	6	6	6	6	6	6	6	6	6	6
Field Revenue Specialist	1	0	3	3	3	3	3	3	3	3	3	3	3
Meter Electrician	3	0	3	3	3	3	3	3	3	3	3	3	3
Supervisor Distribution System	1	1	4	4	4	4	4	4	4	4	3	3	3
Supervisor Customer Design	1	1	1	1	1	1	1	1	1	1	1	1	1
Distribution Line Specialist	2	2	2	2	2	2	2	2	2	2	2	2	2
Engineering Technician	35	5	17	33	33	33	33	33	33	33	33	17	5
Servicers	10	8	8	16	16	16	16	16	16	16	12	8	8
Line Crew Supervisor	20	5	10	18	18	18	18	18	18	18	18	10	5
Line Mechanics	50	22	50	91	91	91	91	91	91	91	91	50	22
2-4 Man Transmission Crew	8	8	8	8	8	8	8	8	8	8	8	0	0
Distribution Line Reps	7	1	3	3	3	3	3	3	3	3	3	2	1
Right of Way Agent	1	1	1	1	1	1	1	1	1	1	1	1	1
DDC Support-Roanoke	5	3	3	3	3	3	3	3	3	3	3	1	1
Ashland Stores Personnel	6	3	5	5	5	5	5	5	5	5	5	5	5
Dispatcher-Roanoke Center	1	2	4	4	4	4	4	4	4	4	4	3	2
<b>TOTAL SERVICE AEP EMPLOYEES</b>	235	73	152	225	225	225	225	225	225	225	220	130	77
Customer Solutions Center Associates	282	108	224	246	228	229	282	117	83				
Customer Solutions Center Supervisors	5	3	5	6	8	7	4	2	2				
<b>Total # Employees who took KY Calls</b>	296	111	229	252	236	236	286	119	85				
<b>GRAND TOTAL OF AEP EMPLOYEES</b>	531	184	381	471	461	461	511	344	310	225	220	130	77

**TOTAL EQUIPMENT**

Heavy Equipment	8
Pick Up Truck	63
Bucket Truck	29
Line Truck	27
Squirt Boom	15
<b>TOTAL EQUIPMENT</b>	<b>142</b>



**TOTAL OVERHEAD CONTRACTORS & EQUIPMENT USED**

**ICE STORM 2-16-2003 THRU 2-27-2003  
CANNONSBURG, KENTUCKY**

**TOTAL EMPLOYEES**

**ALL CONTRACTORS**

		2/16/03	2/17/03	2/18/03	2/19/03	2/20/03	2/21/03	2/22/03	2/23/03	2/24/03	2/25/03	2/26/03	2/27/03
GENERAL FOREMAN	9	0	0	1	2	2	2	2	2	9	9	9	
FOREMAN	21	4	11	11	14	14	14	14	14	21	21	10	3
LINEMAN	85	7	17	17	25	25	25	26	38	85	85	65	4
EQUIPMENT OPERATOR	15	3	8	8	9	9	11	11	15	15	14	7	2
GROUNDMAN/TRUCK DRIVER	14	2	9	9	10	10	10	11	12	14	14	7	2
<b>TOTAL CONTRACT EMPLOYEES</b>	<b>144</b>	<b>16</b>	<b>45</b>	<b>46</b>	<b>60</b>	<b>60</b>	<b>62</b>	<b>64</b>	<b>81</b>	<b>144</b>	<b>143</b>	<b>98</b>	<b>11</b>

**TOTAL EQUIPMENT**

**ALL CONTRACTORS**

DOZER	1
ROAD TRACTOR	1
TRAILER	5
DUMP TRUCK	1
PICKUPS	29
LINE TRUCKS	32
BUCKET TRUCKS	41
WIRE PULLER	1

**ASPLUNDH TREE CREW EMPLOYEES**  
Cannonsburg, including South Shore Area  
This includes Distribution and Transmission

	2/16/03	2/17/03	2/18/03	2/19/03	2/20/03	2/21/03	2/22/03	2/23/03	2/24/03	2/25/03	2/26/03	2/27/03	2/28/03
Totals includes General Foremen, Foremen, Trimmers and Groundman	24	33	42	36	63	63	63	75	63	36	9	15	9

DAVIS H ELLIOT

**ICE STORM 2-16-2003 THRU 2-27-2003  
 CANNONBURG, KENTUCKY**

	TOTAL FOR STORM	2/16/03	2/17/03	2/18/03	2/19/03	2/20/03	2/21/03	2/22/03	2/23/03	2/24/03	2/25/03	2/26/03	2/27/03
GENERAL FOREMAN	1			1	1	1	1	1	1	1	1	1	
FOREMAN	18	4	11	11	11	11	11	11	11	18	18	7	3
LINEMAN	30	7	17	17	17	17	17	18	30	30	30	10	4
EQUIPMENT OPERATOR	15	3	8	8	8	8	9	9	13	13	13	6	2
GROUNDMAN/TRUCK DRIVER	11	3	10	10	10	10	10	11	11	11	11	5	2
TOTAL ALL EMPLOYEES	73	17	46	47	47	47	48	50	66	73	73	29	11

EQUIPMENT  
 DOZER  
 ROAD TRACTOR  
 TRAILER  
 DUMP TRUCK  
 PICKUP (4x4)  
 LINE TRUCKS  
 BUCKET TRUCKS  
 WIRE PULLER

1  
 1  
 19  
 20  
 22

PIKE ELECTRIC

ICE STORM 2-16-2003 THRU 2-27-2003

CANNONSBURG, KENTUCKY

	TOTAL FOR STORM	2/16/03	2/17/03	2/18/03	2/19/03	2/20/03	2/21/03	2/22/03	2/23/03	2/24/03	2/25/03	2/26/03	2/27/03
GENERAL FOREMAN	7									7	7	7	
FOREMAN													
LINEMAN	47									47	47	47	
GROUNDMAN/TRUCK DRIVER	2									2	2	2	
EQUIPMENT OPERATOR													
<b>TOTAL EMPLOYEES</b>	<b>56</b>												

EQUIPMENT

DOZER

ROAD TRACTOR

TRAILER

DUMP TRUCK

PICKUP 7

LINE TRUCKS 9

BUCKET TRUCKS 15

WIRE PULLER

RED SIMPSON INC.

**ICE STORM 2-16-2003 THRU 2-27-2003  
CANNONBURG, KENTUCKY**

	TOTAL FOR STORM	2/16/03	2/17/03	2/18/03	2/19/03	2/20/03	2/21/03	2/22/03	2/23/03	2/24/03	2/25/03	2/26/03	2/27/03
GENERAL FOREMAN	1				1	1	1	1	1	1	1	1	
FOREMAN	3				3	3	3	3	3	3	3	3	
LINEMAN	8				8	8	8	8	8	8	8	8	
GROUNDMAN/TRUCK DRIVER	1				1	1	1	1	1	1	1	1	
EQUIPMENT OPERATOR	1				1	1	1	1	1	1	1	1	
TOTAL EMPLOYEES	14				14	14	14	14	14	14	14	14	

**EQUIPMENT**

DOZER	
ROAD TRACTOR	
TRAILER	3
DUMP TRUCK	
PICKUP	3
LINE TRUCKS	3
BUCKET TRUCKS	4
WIRE PULLER	1

DILLARD SMITH

**ICE STORM 2-16-2003 THRU 2-27-2003  
CANNONSBURG, KENTUCKY**

TOTAL FOR  
STORM

2/16/03 2/17/03 2/18/03 2/19/03 2/20/03 2/21/03 2/22/03 2/23/03 2/24/03 2/25/03 2/26/03 2/27/03

**EMPLOYEES**

GENERAL FOREMAN

FOREMAN

LINEMAN

GROUNDMAN/TRUCK DRIVER

EQUIPMENT OPERATOR

1

1

1

1

1

**EQUIPMENT**

DOZER

1

ROAD TRACTOR

1

TRAILER

1

DUMP TRUCK

PICKUP

LINE TRUCKS

BUCKET TRUCKS

WIRE PULLER

**Kentucky Power  
d/b/a  
American Electric Power**

**REQUEST**

Provide a timeline showing the number of customers without service in increments no greater than 12-hour periods.

**RESPONSE**

Attached is a timeline, which shows the approximate number of customers without service twice a day.

AEP/Kentucky  
Customers Out of Service  
Time Line

<u>Ln.</u> <u>No.</u>	<u>Date</u>	<u>Day</u> <u>of the</u> <u>Week</u>	<u>Time</u>	<u>Approximate</u> <u>Number of</u> <u>Customers</u> <u>Out of Service</u>
1	2/16/03	Sun	AM	excess of 17000
2	2/16/03		PM	17000
3	2/17/03	Mon	AM	15200
4	2/17/03		PM	16751
5	2/18/03	Tue	AM	10173
6	2/18/03		PM	7800
7	2/19/03	Wed	AM	4250
8	2/19/03		PM	5525
9	2/20/03	Thur	AM	3920
10	2/20/03		PM	3925
11	2/21/03	Fri	AM	2715
12	2/21/03		PM	2405
13	2/22/03	Sat	AM	1870
14	2/22/03		PM	2180
15	2/23/03	Sun	AM	1554
16	2/23/03		PM	1625
17	2/24/03	Mon	AM	1060
18	2/24/03		PM	945
19	2/25/03	Tue	AM	180
20	2/25/03		PM	135
21	2/26/03	Wed	PM	40
22	2/27/03	Thur	AM	20
23	2/28/03	Fri	AM	0



**Kentucky Power  
d/b/a  
American Electric Power**

**REQUEST**

Discuss the availability and effectiveness of contract crews and/or mutual aid.

**RESPONSE**

The availability of contract crews was adequate. AEP based the need for contract crews and/or mutual aid on damage assessments that were made during evaluations that occurred three times a day by the Service Restoration Team, at which times, decisions were made to add or relocate resources as needed. During the storm, AEP had internal resources from Indiana, Virginia, West Virginia, Ohio, Tennessee, and contract crews from Asplundh, Davis H. Elliott, Pike Electric, Red Simpson, Inc., and Dillard Smith. Please see the Company's response to Item No. 3 for additional details on staffing.

**Kentucky Power  
d/b/a  
American Electric Power**

**REQUEST**

Discuss the operational coordination between your utility and contractors, volunteers and governmental agencies.

**RESPONSE**

**Operational coordination between the Company and the Contractors process:**

During the initial hours of a storm our first responders, Line Servicers, are dispatched and report their findings in the field to our central Distribution Dispatch Center (DDC). When we determine that the damage is significant and more than the first responder can assess and repair, the DDC will call out our Duty Supervisors and Assessment Team. The Assessment Team will perform an initial assessment of damages on the larger outages and determine the material damaged, the number of customers interrupted, and the estimated time for repairs. This information is documented in an Emergency Repair Order (ERO). As we compile all of the EROs, we can then determine the amount of time necessary to make repairs and the resources needed to perform this work. Our Service Restoration Team will evaluate this information during our initial Storm Conference Call and make a determination of any internal line resources that need to be shifted to affected area. This would include Company, Contract Line and Right of Way Maintenance crews.

The Storm Restoration Team will also forecast the duration of the storm recovery and determine if crews from outside of our Region will be needed. If it is determined that we need to bring in outside resources, the Mutual Assistance Coordinator is contacted and provided with the details of the number of line employees necessary along with a description of the equipment needed and the forecasted duration of the recovery effort. The Mutual Assistance Coordinator will then contact management in other AEP Regions that are nearest to the affected areas and outside line contractors in the area to identify available resources.

This process continues through the duration of the storm recovery effort and the decision to move or add resources occurs during the Storm Conference Calls that are conducted three times daily.

**Coordination efforts between the Company and Volunteers and Governmental Agencies:**

The coordination efforts between the Company and volunteers and governmental agencies are fully discussed in the Company's response to Item No. 12.

**Kentucky Power  
d/b/a  
American Electric Power**

**REQUEST**

Discuss any lessons learned which would improve the operational coordination between your utility and contractors, volunteers and governmental agencies as it relates to storm restoration, if any.

**RESPONSE**

In any storm situation, the Company assesses and reviews its storm response procedures and makes improvements as necessary. In this case, the Company found no problems in coordinating between contractors, volunteers and government agencies.

**Kentucky Power  
d/b/a  
American Electric Power**

**REQUEST**

Discuss the availability of materials and supplies during the storm restoration.

**RESPONSE**

AEP personnel had 24-hour access to AEP's Ashland Storeroom to pick up necessary material and supplies. Any additional materials needed were readily obtained from AEP Central Stores in Canton, Ohio. A remote staging area was also set up in Carter County. Pole vendors made five (5) special deliveries to accommodate our restoration needs.

Also, all of our supervisory employees carry an AEP issued credit card so that supplies can be purchased from local vendors as needed. The Ashland Garage personnel were on 16-hour shifts to accommodate any vehicle breakdowns.

**Kentucky Power  
d/b/a  
American Electric Power**

**REQUEST**

Discuss any lessons learned which would improve the process involved with the availability of materials and supplies as it relates to storm restoration, if any.

**RESPONSE**

This part of the process worked extremely well, therefore no opportunities for improvement were noted.

**Kentucky Power  
d/b/a  
American Electric Power**

**REQUEST**

Discuss the Company's tree trimming practices and history which will include clear cut, trimming methods, and time between tree trimming cycles.

**RESPONSE**

Pruning is performed in accordance with accepted arboricultural standards, which provide appropriate clearances, by species.

Danger trees, trees that are considered an imminent threat to the Company's facilities, are removed where possible and the stumps are treated with herbicides where practical.

Brush is "re-cleared" and the stumps are treated with herbicides, or follow-up herbicide applications are made to re-sprouting vegetation in subsequent growing seasons.

The Ashland Service Area (ASA) experienced the most serious and extensive tree related damage to the distribution system during the February 2003 ice storm. The right-of-way maintenance history of the eight circuits in the ASA that sustained the majority of the tree-related damage is as follows:

**February 2003 KPSC Ice Storm Process**  
**Restoration Assessment**  
**Memo Dated March 12, 2003**  
**Item No. 8A**  
**Page 2 of 2**

STATION	CIRCUIT	MAINTENANCE HISTORY
Olive Hill	Globe	Unit Price Trimmed and Sprayed in 2002
Hayward	Lawton	Unit Price Trimmed and Sprayed in 1999
Hayward	Halderman	Unit Price Trimmed and Sprayed in 2000 & 2001
Grahn	Distribution	Unit Price Trimmed and Sprayed in 1998
South Shore	Distribution	Unit Price Trimmed in 2001
South Shore	Siloam	Unit Price Trimmed in 2001
Siloam	Distribution	Unit Price Trimmed in 2001
Graysbranch	Graysbranch	Unit Price Trimmed and Sprayed in 1998



**Kentucky Power  
d/b/a  
American Electric Power**

**REQUEST**

Discuss lessons learned pertaining to the Company's tree trimming process as it relates to storm restoration that would improve the storm restoration process, if any.

**RESPONSE**

During a post storm patrol of AEP/Kentucky areas most severely damaged by the ice storm, it was discovered that the majority of the outages were caused by whole trees uprooted, stem failure or extreme bending due to the ice load. In these areas the Company's facilities were severely damaged. In a catastrophic storm such as the President's Day ice storm, little could have been done to mitigate the tree caused outages and the damages sustained.

A lesson learned was that areas maintained with herbicides, especially those where repeat intermediate applications had been made, allowed easier access and faster restoration because work paths did not have to be cut for conductor recovery, pole replacement and restringing conductor.

**Kentucky Power  
d/b/a  
American Electric Power**

**REQUEST**

Provide the consumer hours out of service and the utility's expenditures on a consumer hour out of service basis.

**RESPONSE**

There were a total of 1,521,929 consumer hours of interruption for the period of February 15 through February 28. The Company's total cost incurred for the Presidents Day Storm restoration activities was \$2.77 million for Operation and Maintenance Expense and \$3.83 million of Capital Expense for a total of \$6.6 million. This results in a cost per consumer hour of interruption of \$4.34.

**Kentucky Power  
d/b/a  
American Electric Power**

**REQUEST**

Provide the Call Center operation's daily performance measures for those centers, which handled Kentucky customer's calls (including contract call centers) during the storm restoration period. The performance measures should include: Average Speed of Answer (ASA), Abandonment Rate (AR) and Call Blockage (CB) information as well as any other measures the Company feels is appropriate.

**RESPONSE**

Please see the chart below for data regarding the Kentucky Ice Storm. These statistics are from Kentucky callers only.

<b>February 2003</b>	<b>Total Calls</b>	<b>Outsourcer 21 Century</b>	<b>Average Speed Ans</b>	<b>Abandn %</b>	<b>Network Blockage</b>
2/16/03	12,710	7,582	51	5.81%	0.53%
2/17/03	4,803	0	27	2.54%	0.51%
2/18/03	3,068	0	29	2.77%	0.32%
2/19/03	2,787	0	37	3.05%	0.23%
2/20/03	1,817	0	42	4.18%	0.29%
2/21/03	1,533	0	61	7.63%	0.23%
2/22/03	3,484	0	52	4.94%	0.28%
2/23/03	2,069	0	56	6.38%	0.74%
<b>Kentucky</b>	<b>32,271</b>	<b>7,582</b>	<b>42.3</b>	<b>4.40%</b>	<b>0.44%</b>

\* Outsourced calls are included in Total Calls.

**Kentucky Power  
d/b/a  
American Electric Power**

**REQUEST**

Provide a discussion of any outage tracking/response software used during the storm restoration efforts and to what extent the software helped in the effort.

**RESPONSE**

The Roanoke Distribution Dispatch Center (DDC), which serves the AEP Charleston Region including the Kentucky service area, currently uses the PowerOn outage management system, a GE Smallworld product. This system, which was implemented region-wide in April 2002, also includes a web based version called PowerOn Remote Dispatch that is available in all crew headquarters. PowerOn replaced an in-house system that did not include an outage prediction function. PowerOn utilizes the Smallworld GIS which was implemented in 1996. This outage management system is used to predict outages, prioritize the work, assign and track crews, provide feedback and estimated restoration times to the Customer Solution Centers, as well as to handle outage reporting. With the outage prediction engine, PowerOn provided a much-improved early assessment of the scope of the outages than did the previous system, resulting in a much quicker mobilization of additional resources to assist with the restoration. The remote dispatch function also allowed personnel located in the Kentucky service area to assist the DDC with the dispatching of crews by taking advantage of their knowledge of the service area, thereby improving efficiency.

**Kentucky Power  
d/b/a  
American Electric Power**

**REQUEST**

Provide a discussion pertaining to the communications with customers, media, public officials, governmental agencies and the Kentucky Public Service Commission.

**RESPONSE**

Attached is a discussion, which pertains to the Company's communication process with customers, media, public officials, governmental agencies and the Kentucky Public Service Commission.

Also attached for illustrative purposes is a copy of the press release.

**Storm Recovery Communication Efforts**

AEP took a multifaceted approach to communicating with its different audiences. These audiences included customers, media outlets, public officials, governmental agencies and employees. Information about the storm -- such as the number of customers affected, expected duration, areas affected and approximate restoration time -- was gathered and disseminated in a timely manner. The outage information was coordinated from a single source closest to the service restoration effort and disseminated to AEP's various publics. The Company believes this consistent approach lent credibility and reliability to our message and helped keep interested parties informed on the Company's service restoration efforts and progress.

**Communications with Customers and Media**

Through our Inter-exchange carrier, AT&T, AEP can identify the geographic location of the caller based on his/her Area Code and Exchange (NPA/NXX). This capability allows us to provide recorded messages specific to the geographic location of the caller. For the state of Kentucky, our territory is divided into 6 geographic areas, each with its own unique geographic message. We also have messaging for all other Kentucky callers not defined by our geographic locations.

Through the use of area specific messaging, we can immediately provide customers with outage information specific to their area without having to wait to speak to an agent or interact with our Automated Outage Reporting System -- unless they choose to hold.

When an agent accesses a customer's account information to enter an outage report, information is displayed concerning the cause of outages as well as any estimated restoration times. This information can be as specific as an individual circuit. As field service personnel provide status information to the dispatcher, this updated information is then fed into the outage management system. Agents are automatically updated with this new information any time a new outage report is entered.

In addition, Corporate Communication's representative worked with the district manager, local line crew supervisors, and/or the region distribution dispatch center to collect outage/restoration information. This information was collected during three-times-a-day storm/outage conference calls and through individual conversations with those directing recovery activities. This information was summarized into press releases and faxed to media outlets in the impacted area as well as AEP's customer solution centers. The Company relied upon the media to publish or broadcast updated outage/restoration information periodically and on the solution centers to provide current information to customers when they called the Company. Press releases were issued three times a day in the initial stages of the recovery effort and less frequently as more and more customers were returned to service. Throughout the storm recovery effort, the Corporate Communications employees answered media inquiries pertaining to the storm recovery efforts and provided additional information to media outlets that sought it.

Company representatives compiled outage information and entered it into an AEP Internet web site—[www.aepcustomer.com/lightsout.asp](http://www.aepcustomer.com/lightsout.asp). This information could be viewed and accessed by any customer with Web access. Outage information posted on the Web was updated several times throughout the day and coincided with the information provided the press and public officials.

#### **Communications with Kentucky Public Service Commission**

Information provided to the Commission contained communities without power, the number of customers without power and the anticipated time of restoration. This information was provided to the Commission twice a day. The Company understands that the Commission then forwarded this information to State Emergency Services personnel.

#### **Communication with Elected Officials**

Members of the General Assembly whose districts were affected by storm restoration efforts were updated by phone, fax or email at least once (and often twice) a day with storm restoration information so that they could relay accurate outage and service restoration information to their constituents.

#### **Communication with Local Community Leaders**

Company employees kept local community leaders informed of the storm restoration efforts. Local community leaders included mayors, judge executives and local law enforcement /emergency services personnel in the affected areas. This effort allowed local community leaders to allocate their resources to aid in the recovery and, in turn, helped reduce the impact of the storm on their local constituencies.

#### **Post Storm Communications Efforts**

The employees who coordinated the storm recovery efforts held a meeting with local mayors, judge-executives, emergency services personnel and legislators to discuss AEP's storm response efforts and to receive the local community's input about the Company's restoration activities. The Company also placed an ad in local newspapers thanking customers for their patience and understanding while the Company worked to restore power to its customers.

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## **FOR IMMEDIATE RELEASE**

### **ELECTRICITY OUTAGE UPDATE; 5 AM STATS**

PIKEVILLE, Ky., Feb. 17, 2003 – Approximately 15,200 customers of American Electric Power (NYSE:AEP) remained without electricity early Monday in the wake of severe ice storms Saturday night and Sunday in northeast Kentucky and flooding in the southern part of the state. Hardest-hit was the Ashland area where about 14,225 customers were without electric service Monday morning.

It is expected that restoration work will continue until late Wednesday or Thursday because of the widespread damage to electrical equipment. There are numerous broke poles and downed electric wires, and additional crews from other company locations as well as contract crews have joined AEP employees to deal with the work.

"It is extremely important that customers understand the severity of damage and the importance of not touching any electrical equipment that is on the ground. Those lines could still be energized and, therefore, very dangerous to the public. Our customer solutions center can be contacted anytime at 800-572-1113 in Kentucky to report downed wires," explained Everett Phillips, AEP's manager of distribution services in Kentucky.

In the Ashland area, severe damage was reported on AEP's Hayward-Halderman, Wurtland-Route 503, and Olive Hill-Globe circuits. Seventeen hundred customers were without electricity on the Hayward-Halderman circuit; 1,143 in the Wurtland area; and 1,088 in the Olive Hill-Globe areas. Hundreds of other customers were affected in other areas: Belhaven, Indian Run, Westwood, Bellefonte, Hoods Creek, Summit, Russell, Greenup, Lawton, Coalton, Canonsburg Route 3, Hitchins, Willard, Fallsburg, Grahn, 29<sup>th</sup> Street in Ashland, Grayson-Lansdowne, Grays Branch, Flatwoods – all reporting outage cases in the hundreds. In addition, there were also numerous scattered outages throughout Boyd, Greenup, Carter, and Lawrence counties.



**Kentucky Power  
d/b/a  
American Electric Power**

**REQUEST**

Provide a discussion pertaining to the communication and coordination of efforts with the Division of Emergency Management and other local emergency management officials.

**RESPONSE**

Please see the Company's response to Item No. 12.

**Kentucky Power  
d/b/a  
American Electric Power**

**REQUEST**

Discuss the Company's plans for post restoration cleanup and outside facility inspections.

**RESPONSE**

The weeks following the storm, AEP inspected each circuit that was affected. Several poles were replaced or repaired, along with several spans of wire re-sagged. Also, additional danger trees were removed and repairs were made to customer's property.

**Kentucky Power  
d/b/a  
American Electric Power**

**REQUEST**

What service/support could the Kentucky PSC offer that would be of assistance.

**RESPONSE**

The Company is unaware of any additional service/support the Kentucky PSC could offer the Company, which would be of assistance during the storm outage.

**Kentucky Power  
d/b/a  
American Electric Power**

**REQUEST**

Are there any other factors that the Company deems useful in evaluating the outage and storm restoration process that the Commission should consider in its review of the storm restoration assessments? If so, please list the factors.

**RESPONSE**

No.